

### Class Concept

This professional work, performed as Officers of the Court, ensuring that juvenile court staff are properly equipped to provide superior quality services that meet the complex needs of juveniles and ensure the safety of the community. This position will deliver and/or facilitate the necessary professional development services to juvenile court staff within a judicial district. Employees will identify and develop resources in the community that will be used by juvenile court counselors to meet the needs of the juveniles they serve in accordance with best practices for graduate responses and community engagement. This position will also coordinate the district quality assurance process. Employees may sporadically supervise juveniles on a limited caseload. Employees train juvenile court staff to manage a diverse caseload; use supervision and counseling techniques suitable to juveniles with a wide variety of needs; direct and motivate juveniles to meet and complete their supervision requirements; conduct risk/needs assessments to provide the court with recommendations regarding the juveniles' suitability for community-based supervision options; and communicate with a variety of court, law enforcement, and treatment officials. Work requires a high level of independence, discretion, proficiency and judgment in training statutory interpretation, policies, and procedures. Employees collaborate with juveniles, families, attorneys and court officials in the development and implementation of treatment plans. Employees will research, identify, and link juveniles with support resources appropriate to their needs.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of adolescent development and behavior, along with the dynamics of juvenile delinquency and family dysfunction.
- Thorough knowledge of juvenile court program goals, rules, and regulations; juvenile law and court procedures, law enforcement agencies, officials, and their operational procedures.
- Thorough knowledge of different counseling approaches, crisis intervention, individual therapy, and family therapy; and social agencies and community resources relevant to program needs.
- Thorough knowledge of automated tracking and data gathering systems and how they impact programmatic areas.
- Ability to gather and analyze data related to staff needs and track outcomes from training events.
- Ability to conduct research regarding best practices to prepare and deliver professional development activities for juvenile court staff.
- Ability to communicate and consult effectively with others involved in the professional development, community engagement and quality assurance processes.
- Ability to review and evaluate the effectiveness of juvenile court counseling services and to provide guidance to state and local management in preparing new and improved human service programs and maintain/enhance the overall professionalism and quality of work done in the district.
- Ability to prepare, coordinate, assist and provide oversight of the delivery of training modules for the staff development of juvenile court staff.
- Ability to train, support and mentor Juvenile Court Counselors.
- Ability to express ideas clearly and concisely in oral and written form.
- Ability to establish and maintain effective working relationships with subordinates, co-workers, court officials, juveniles, and their families.
- Ability to engage traditional community stakeholders and identify and engage non-traditional stakeholders to create resources for graduated responses and general case management by district staff.

#### Minimum Education and Experience

Bachelor's degree in a human services field such as social work, psychology, counseling, or criminal justice and - three years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or

Master's degree in a human service field and one year of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or an equivalent combination of experience and education.

Necessary Special Qualifications

Applicants for positions designated as Juvenile Justice Officers are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.